



## DEPARTMENT OF THE NAVY

COMMANDER NAVY REGION SOUTHWEST  
937 NO. HARBOR DR.  
SAN DIEGO, CA 92132-5100

IN REPLY REFER TO  
COMNAVREGSWINST 4855.2  
12 Jan 06

### COMNAVREGSW INSTRUCTION 4855.2

Subj: ORDNANCE CUSTOMER SURVEY PROGRAM

Ref: (a) COMNAVREGSWINST 4855.1  
(b) Executive Order #12862  
(c) NAVSEA TO300-AM-ORD-010  
(d) NAVSUP P805  
(e) NAVSUP P807

Encl: (1) Commander, Navy Region Southwest Ordnance Program  
Customer Survey of the Ordnance Activity  
(2) Commander, Navy Region Southwest Ordnance Program  
Ordnance Activity Survey of the Customer  
(3) Commander, Navy Region Southwest Ordnance Program  
Customer Survey of the Air Station, Facility  
or Air Weapons Station  
(4) Commander, Navy Region Southwest Ordnance Program  
Air Station, Facility, or Air Weapons Station  
Survey of the Customer  
(5) Customer Survey Metric - Example

1. Purpose. To promulgate enclosures (1) through (5) for implementation and facilitate the process, quality, and cost improvements in the receipt and issue of Arms, Ammunition and Explosives (AA&E) and/or related components. Implementation of a Customer Survey Program will provide activities and Commander, Navy Region Southwest (CNRSW) Ordnance Program with a metric for the collection of data for statistical techniques and trend analysis.

2. Background. The Chief of Naval Operations has established "Quality of Service" as a "Top 5" priority. Customer surveys are vital to achieving this priority and are used to determine customer needs, evaluate the quality and efficiency of ordnance services, sustain customer satisfaction, and focus on performance and improved operations. Reference (a) describes the management responsibility for achieving CNRSW Ordnance Program Quality Assurance mission and vision objectives for providing its customers with quality products, services, and ordnance related support. Reference (b) is an Executive Order detailing Customer Service Standards.

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Reference (c) maintains that controls shall be established and managed to ensure that products conform to requirements, that quality is sustained, and that the Navy provides its customers with the very best products and services possible. Customer surveys are accomplished to ensure conformity with the requirements of references (d) and (e).

3. Scope. This instruction is applicable to all Ordnance activities within Navy Region Southwest.

4. Policy. Commander, Navy Region Southwest Ordnance Installation Program Director (IPD) or designates shall be responsible for ensuring that a program or procedure is in place to distribute and collect customer surveys upon completion of ordnance evolutions, per the use of enclosures (1) through (4).

5. Action.

a. CNRSW Ordnance QA Program Manager (N42W2R) shall:

(1) Be the central survey collection point for completed survey forms for ordnance activities within CNRSW.

(2) Provide quarterly metrics per enclosure (5) to CNRSW Ordnance Program Director and to Ordnance Activities as applicable.

b. CNRSW Ordnance IPD or designates shall complete customer surveys per the following:

(1) For Weapons Stations Seal Beach, Detachment Fallbrook, and Detachment San Diego, enclosures (1) and (2) shall be used for Customer Survey of the Ordnance Activity and Ordnance Activity Survey of the Customer respectively.

(2) For Air Stations, to include NAWS China Lake, NAF El Centro, NB Ventura County, NAS Lemoore, and NAS Fallon, enclosures (3) and (4) shall be used for Customer Survey of the Air Station, Facility, or Air Weapons Station and Air Station, Facility, or Air Weapons Station Survey of the Customer respectively.

(3) For NAS North Island, due to the unique servicing of both Ships and Aircraft Squadrons, enclosures (1) through

(4) shall be used. Utilize enclosures (1) and (2) for ships or small boats and enclosures (3) and (4) for Aircraft Squadrons.

(4) Surveys shall be completed as follows:

(a) Prior to ordnance evolutions, provide a Customer Survey of the Ordnance/Air Activity (enclosure (1) or (3)) to the customer Commanding Officer or designated representative. For Ordnance/Air Activities that have aircraft squadrons, ships, or submarines home-ported, the Ordnance/Air Activity shall ensure that a minimum of one customer survey of the Ordnance/Air Activity (enclosure (1) or (3)) is performed per quarter for each squadron, ship or submarine assigned. This minimum requirement is established so that Ordnance/Air Activities with regular customers are not overwhelmed with surveys, but that surveys are performed on a regular routine basis for the purpose of gathering performance data.

(b) Upon completion of ordnance evolutions, conduct an Ordnance/Air Activity Survey of the Customer (enclosure (2) or (4)). For Ordnance/Air Activities that have aircraft squadrons, ships, or submarines home-ported, the Ordnance/Air Activity shall ensure that a minimum of one Ordnance/Air Activity Survey of the Customer is performed per quarter for each squadron, ship or submarine assigned. Provide the customer being surveyed a copy of the completed survey form. This is important in order to ensure that the squadrons, ships, and submarines we service are meeting established requirements and to provide feedback as necessary.

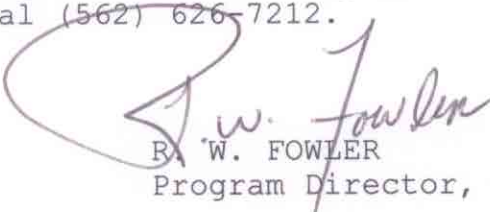
(c) The primary method for distributing surveys will be via electronic copy. For scheduled evolutions, electronic copies shall be forwarded in advance via email to the customer and a request made for completion during the scheduled evolution, or may be provided during the pre-arrival conference or safety meeting. Hard copies are acceptable if electronic method is not available. Completed forms shall be returned via email with hard copies retained for activity and customer historical files.

(5) Submit all completed customer survey forms on a monthly basis to CNRSW Ordnance Program Support Office,



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Quality Assurance Program Manager (N42WR2), via email for electronic copies and by fax for hard copies. Send faxes to DSN 873-7212, commercial (562) 626-7212.



R. W. FOWLER  
Program Director, Ordnance

Distribution:

NAVBASE Coronado (N42CS)  
NAVBASE Ventura County (N42VS)  
NAS Lemoore (N42LS)  
NAF El Centro (N42ES)  
NAS Fallon (N42FS)  
NAWS China Lake (N42NS)  
NAVWPNSTA Seal Beach (N42WS)  
NAVWPNSTA Seal Beach Det Fallbrook (N42KS, N00KC)  
NAVWPNSTA Seal Beach Det San Diego (N42PS)

# **COMMANDER NAVY REGION SOUTHWEST ORDNANCE PROGRAM CUSTOMER SURVEY OF THE ORDNANCE ACTIVITY**

Providing exceptional customer service is our TOP priority. This survey has been designed to assess customer satisfaction and will be used to continuously improve the quality of support and services provided.		Ship, Sub, Unit Name: _____  Service Date(s): _____	
(NOTE: Please "X" /fill-in applicable Item) 1. Your organization: ( ) COMPACFLT ( ) Other  Other Specify: _____  2. Customer: ( ) Combatant Ship ( ) Amphibious Ship ( ) Submarine ( ) Small Boat ( ) Other  Other Specify: _____ 3. Type(s) of Ordnance Transferred: ( ) Missiles ( ) Bombs ( ) Torpedoes ( ) Pyro ( ) Small Arms Ammo ( ) Projectiles / Powder ( ) CAD's/PAD's ( ) Chaff/Countermeasure ( ) Demolition ( ) Other Other Specify: _____		4. Type of Service: ( ) Wharf / Pier ( ) VERTREP ( ) Other  Other Specify: _____  5. Schedule category: ( ) Planned ( ) Unplanned/ Emergency  6. Type of evolution: ( ) Issue/On-load ( ) Receipt/Off-load  7. Approximate Short Tons: _____ or,  Ship fill Percentage: _____ %	
		RATING	RATING LEGEND:
1. Requisitions were processed in a timely manner and questions regarding the status of requisitions were answered promptly and accurately.			1- POOR
2. Customer received sufficient notice or communication regarding shortages, substitutions, or other changes to the initial material order.			2- BELOW AVERAGE
3. Material was available in the types and quantities requisitioned, or as changed by requisition status, prior to the evolution.			3- AVERAGE
4. Information provided at the pre-arrival planning conference, including Conventional A&E Fleet Sentencing (NAVSUP P-807) requirements, and other applicable A&E processing requirements was clearly conveyed.			4- ABOVE AVERAGE
5. The Ordnance/Weapons activity provided timely attention to any problems occurring during the evolution.			5- OUTSTANDING
6. The Ordnance/Weapons activity separated serviceable, unserviceable and suspended material per applicable A&E processing instructions/documents.			N/A- NOT APPLICABLE
7. Ordnance/Weapons Activity personnel accomplished the evolution in a professional, safe, and efficient manner.			
8. The evolution was satisfactorily accomplished within the <u>scheduled</u> time frame established at the pre-arrival conference or by official correspondence.			
9. The Ordnance/Weapons Activity adhered to the requirements of NAVSUP P-805/807, including Material Condition Code (C/C) Tags, A&E processing requirements, and information provided at the pre-evolution meeting.			FOR ORDNANCE PROGRAM USE ONLY
10. Overall satisfaction of the evolution and services provided.			AVERAGE RATING FOR QUESTIONS 1-10:

\*\*COPY TO: Ordnance Activity Quality Assurance Representative  
COMMENTS/SUGGESTIONS:

Commanding Officer Signature / Date:

# **COMMANDER NAVY REGION SOUTHWEST ORDNANCE PROGRAM ORDNANCE ACTIVITY SURVEY OF THE CUSTOMER**

This sheet is used to survey the customer for compliance with current requirements and applicable messages. Results of this survey will serve to strengthen quality support and training provided to the Fleet and to reduce costs for COMPACFLT. The Officer In Charge (or equivalent) shall complete this survey.

Ship/Submarine/Unit Name: \_\_\_\_\_

**NOTE: Please (X) /fill-in applicable Item**

Service Date(s): \_\_\_\_\_

1. Activity / Site: ( ) NWS Seal Beach  
( ) NWS SB Detachment Fallbrook  
( ) NWS SB Detachment San Diego  
( ) NAS North Island  
2. Customer: ( ) Combatant Ship ( ) Amphibious Ship  
( ) Submarine ( ) Small Boat ( ) Other

4. Type of Service: ( ) Wharf / Pier ( ) VERTREP  
( ) Other

- Other Specify: \_\_\_\_\_  
5. Schedule category: ( ) Planned ( ) Unplanned/  
Emergency

- Other Specify: \_\_\_\_\_  
3. Type(s) of Ordnance Transferred:  
( ) Missiles ( ) Bombs ( ) Torpedoes ( ) Pyro  
( ) Small Arms Ammo ( ) Projectiles / Powder  
( ) CAD's/PAD's ( ) Chaff/Countermeasure  
( ) Demolition ( ) Other

6. Type of evolution: ( ) Issue/On-load  
( ) Receipt/Off-load

7. Approximate Short Tons: \_\_\_\_\_ or,  
Ship fill Percentage: \_\_\_\_\_ %

	RATING	RATING LEGEND:
1. Information provided at the pre-arrival conference was understood and complied with by customer representatives.		1- POOR
2. The customer communicated with the activity any changes occurring or required after the pre-arrival conference/ safety meeting.		2- BELOW AVERAGE
3. The customer accepted all material as stipulated on the manifest/load list/Material Documents, i.e., DD 1348s and/or others as applicable.		3- AVERAGE
4. The customer complied with the scheduled evolution time frame as agreed upon at the pre-arrival conference or by official correspondence.		4- ABOVE AVERAGE
5. Customer personnel accomplished the evolution in a safe and efficient manner and complied with information provided at the Safety In-Brief / Pre-arrival conference.		5- OUTSTANDING
6. Customer personnel were provided, and available at all times, to address any changes/problems occurring during the evolution.		N/A- NOT APPLICABLE
7. Customer separated serviceable, unserviceable and suspended material per applicable A&E processing instructions/documents.		
8. Processing Documents, i.e., DD 1348s and/or others as applicable were completed in accordance with A&E processing instructions/ documents and as discussed at the pre-evolution meeting.		
9. The Customer adhered to the requirements of NAVSUP P-805/807, including Material Condition Code (C/C) Tags, A&E processing requirements, and the information provided at the pre-evolution meeting.		FOR ORDNANCE PROGRAM USE ONLY
10. Overall satisfaction of the evolution and services provided.		AVERAGE RATING FOR QUESTIONS 1-10:

**\*\*COPY TO: Ship, Submarine, Unit C.O./Designated Representative**  
**COMMENTS/SUGGESTIONS:**

Site Manager Signature / Date: \_\_\_\_\_



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# **COMMANDER NAVY REGION SOUTHWEST ORDNANCE PROGRAM**

## **CUSTOMER SURVEY OF THE AIR STATION, FACILITY, or AIR WEAPONS STATION**

Providing exceptional customer service is our TOP priority. This survey has been designed to assess customer satisfaction and will be used to continuously improve the quality of support and services provided.		Squadron/Unit Name: _____  Service Date(s): _____	
(NOTE: Please "X" /fill-in applicable item) 1. Your organization: ( ) COMPACFLT ( ) Other  Other Specify: _____  2. Customer: ( ) Squadron ( ) Other  Other Specify: _____  3. Type(s) of Ordnance Transferred: ( ) Missiles ( ) Bombs ( ) Torpedoes ( ) Pyro ( ) Small Arms Ammo ( ) Projectiles / Powder ( ) CAD's/PAD's ( ) Chaff/Countermeasure ( ) Demolition ( ) Other Other Specify: _____		4. Type of Service: ( ) Flight Line ( ) CALA ( ) Other  Other Specify: _____  5. Schedule category: ( ) Planned ( ) Unplanned/ Emergency  6. Type of evolution: ( ) Issue/On-load ( ) Receipt/Off-load  7. Approximate Short Tons: _____	
		<b>RATING</b>	<b>RATING LEGEND:</b>
1. Requisitions were processed in a timely manner and questions regarding the status of requisitions were answered promptly and accurately.			1- POOR
2. The customer communicated with the activity any changes occurring or required before the start or during the evolution as appropriate.			2- BELOW AVERAGE
3. Customer received sufficient notice or communication regarding shortages, substitutions, or other changes to the initial material order.			3- AVERAGE
4. Material was available in the types and quantities requisitioned, or as changed by requisition status, prior to the evolution.			4- ABOVE AVERAGE
5. The Ordnance/Weapons activity provided timely attention to any problems occurring during the evolution.			5- OUTSTANDING
6. Ordnance/Weapons activity personnel accomplished the evolution in a professional, safe, and efficient manner.			N/A- NOT APPLICABLE
7. The evolution was satisfactorily accomplished within the <u>scheduled</u> time frame established at the planning/safety meeting or by official correspondence.			
8. The Ordnance/Weapons Activity adhered to the requirements of NAVSUP P-805/807, as applicable.			
9. Handling Equipment, i.e., MHE, OHE, was available and in the correct configuration.			FOR ORDNANCE PROGRAM USE ONLY
10. Overall satisfaction of the evolution and services provided.			AVERAGE RATING FOR QUESTIONS 1-10:

\*\*COPY TO: Ordnance Activity Quality Assurance Representative  
 COMMENTS/SUGGESTIONS:

FORM 4855.2-3

\_\_\_\_\_  
 Commanding Officer Signature / Date:

Enclosure (3)

## COMMANDER NAVY REGION SOUTHWEST ORDNANCE PROGRAM

### AIR STATION, FACILITY, or AIR WEAPONS STATION SURVEY OF CUSTOMER

This sheet is used to survey the customer for compliance with current requirements and applicable messages. Results of this survey will serve to strengthen quality support and training provided to the Fleet and to reduce costs for COMPACFLT. The Officer In Charge (or equivalent) shall complete this survey.

Squadron/Unit Name: \_\_\_\_\_

**NOTE: Please (X) /fill-in applicable item**

Service Date(s): \_\_\_\_\_

1. Activity/ Site: ( ) NAS North Isl. ( ) NAF El Centro  
( ) NAS Lemoore ( ) NAS Fallon  
( ) NAWC China Lake  
( ) NB Ventura County

2. Customer: ( ) Squadron ( ) Other

Other Specify: \_\_\_\_\_

3. Type(s) of Ordnance Transferred:

( ) Missiles ( ) Bombs ( ) Torpedoes ( ) Pyro  
( ) Small Arms Ammo ( ) Projectiles / Powder  
( ) CAD's/PAD's ( ) Chaff/Countermeasure  
( ) Demolition ( ) Other

Other Specify: \_\_\_\_\_

4. Type of Service: ( ) Flight Line ( ) CALA  
( ) Other

Other Specify: \_\_\_\_\_

5. Schedule category: ( ) Planned ( ) Unplanned/  
Emergency

6. Type of evolution: ( ) Issue/On-load  
( ) Receipt/Off-load

7. Approximate Short Tons: \_\_\_\_\_

	RATING	RATING LEGEND:
1. Requisitions/documents were processed in a timely manner and questions regarding the status of material were answered promptly and accurately.		1- POOR
2. The customer communicated with the activity any changes occurring or required after the pre-evolution meeting.		2- BELOW AVERAGE
3. The customer accepted all material as stipulated on the Ordnance Chit/Material Documents, i.e., DD 1348s/1149s, or others as applicable.		3- AVERAGE
4. The customer complied with the scheduled evolution time frame as agreed upon at the planning/safety meeting or by official correspondence.		4- ABOVE AVERAGE
5. Customer personnel accomplished the evolution in a safe and efficient manner and complied with information provided at the Safety In-Brief.		5- OUTSTANDING
6. Customer personnel were provided, and available at all times, to address any changes/problems occurring during the evolution.		N/A- NOT APPLICABLE
7. Customer separated serviceable, unserviceable and suspended material per applicable A&E processing instructions/documents.		
8. Ordnance Chit/Processing Documents, i.e., DD 1348s/1149s, or others as applicable were completed in accordance with applicable A&E processing instructions/ documents.		
9. The Customer adhered to the requirements of NAVSUP P-805/807, as applicable..		
10. Overall satisfaction of the evolution and services provided.		
		FOR ORDNANCE PROGRAM USE ONLY AVERAGE RATING FOR QUESTIONS 1-10:

**\*\*COPY TO: Ship, Submarine, Unit C.O./Designated Representative**  
**COMMENTS/SUGGESTIONS:**

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FORM 4855-2-4

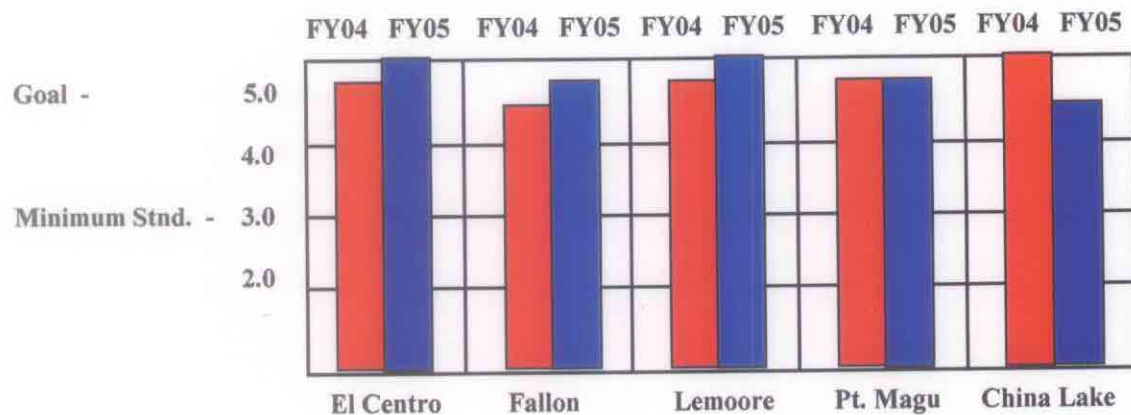
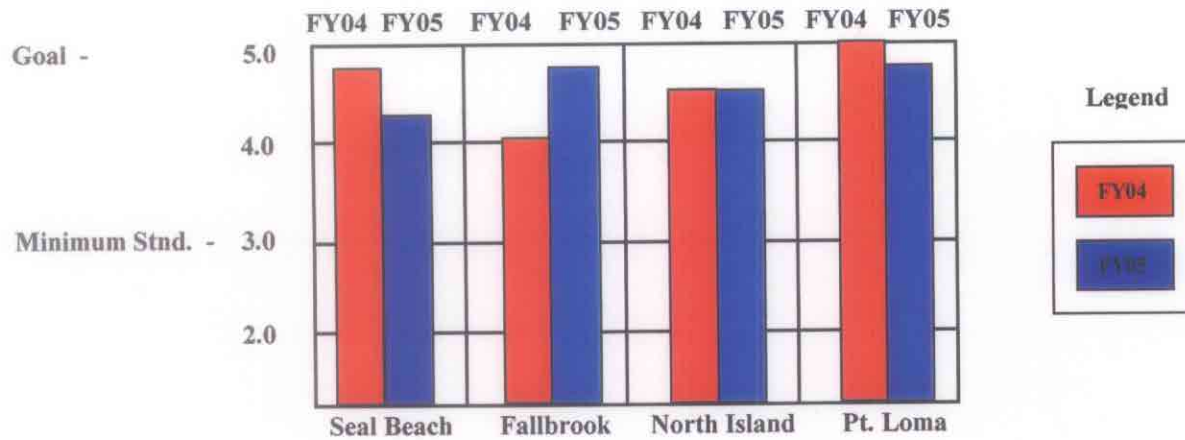
Site Manager Signature / Date: \_\_\_\_\_

Enclosure (4)



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## COMMANDER NAVY REGION SOUTHWEST ORDNANCE PROGRAM CUSTOMER SURVEY METRIC



NOTE: This is an example of CNRSW Ordnance Program Metric's. The results do not reflect actual statistics from customer survey data.